

# Appendix M—Agency Coordination and Public Involvement

M-1 Agency Coordination & Public Involvement Plan

M-2 ACE Meeting Summaries



# Appendix M-1—Agency Coordination & Public Involvement Plan



# Agency & Public Involvement Coordination Plan

Revision #3

# **Introduction**

This Agency & Public Involvement Plan (APIP) has been developed by the South Carolina Department of Transportation (SCDOT) in cooperation with the Federal Highway Administration to comply with the National Environmental Policy Act (NEPA) and other federal and state regulations. An Environmental Impact Statement (EIS) is a document required by NEPA to promote informed decision-making by federal, state and local agencies by making "detailed information concerning significant environmental impacts" available to both agency leaders and the public. Collaboration, communication and cooperation between all who are involved in environmental decisions, including government officials, private businesses, and the public is vital. The intent of an EIS is to help key decision makers and stakeholders balance the need to implement an action with its impacts on the surrounding human and natural environment and provide opportunities for mitigating those impacts.

During the EIS, stakeholder and public input are critical to providing important insight to the SCDOT as it refines which alternative is the best for a given locality and corridor as a whole. Public and agency input will be integrated into the technical evaluation process to ensure their insight is considered before decisions are made.

This APIP outlines the project's approach to public involvement, which includes outreach to diverse groups of the public and agencies to make them aware of the project and to educate them on the process. An aware and informed public will be more encouraged to participate and able to supply relevant input into the process. Timely updates and clear communication are keys to successful public participation.

The APIP will be implemented at the onset of the project in April 2015, continue through the publication of the Notice of Intent (NOI) in July 2015 and will end in July 2018 with the expected completion of the Record of Decision (ROD).

# **Project Background**

The interchange of Interstates 20, I-26 and I-126 and the associated interstate corridors is a major hub for the Midlands' commuters as well as travelers and commerce. In addition to being a main route in and out of Columbia, I-26 is a thoroughfare for travelers headed to the coast and mountains for recreation, and a major cargo route between Lowcountry ports and Upstate manufacturers. As an interstate corridor initially developed in the 1950s, the designs have become outdated. Access ramps to and from each interstate consistently become congested. As a result, the I-20/26/126 Interstate Project (Project) is listed as one of South Carolina's most congested interstate corridors and finding an up-to-date solution has become a statewide priority. This project will play a critical role to enhance mobility





and safety in one of the most congested highway corridors in the state. Because of congestion issues, the project area has derisively been known as "Malfunction Junction". Moving forward SCDOT will call the study the Carolina Crossroads, I-20/26/126 Corridor Project to better reflect the goals and vision for this important and vital corridor.

# **Project Area**

The I-20/26/126 Corridor is generally defined as I-20 from the Saluda River to the Broad River, I-26 from US 378 to Broad River Road, and I-126 from Colonial Life Boulevard to I-26.

# Outreach Goal, Objective and Milestones

# Goal

The primary goal of the APIP is to foster open communication between a diverse public, agencies, and the Project Team in order to gain productive input leading to better decisions that meet the community's needs.

# **Public Involvement Objectives**

The Agency and Public Involvement Coordination Plan objectives are to:

 Educate the public and stakeholders about the NEPA process and the development of an EIS.

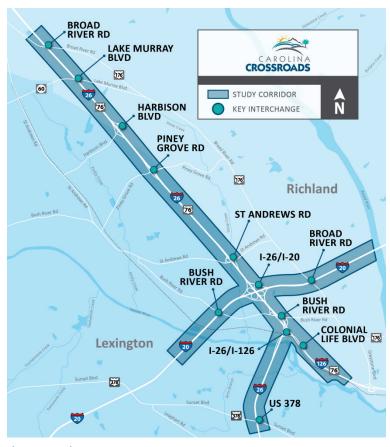


Figure 1: Project Area

- Accomplish agency and public participation according to NEPA and the SAFETEA-LU Environmental Review Process that require plans be developed in consultation with state, tribal, and local agencies responsible for land-use management, natural resources, conservation, environmental protection, and historic preservation.
- Build awareness of the project through a clearly established brand that includes a project identifier/logo and informational materials distributed in a variety of media.
- Involve a diverse group of stakeholders, which includes residents of potentially affected areas, commuters, interstate commerce, businesses in the corridors, elected officials, and community organizations.
- Achieve compliance with Environmental Justice (Executive Order 12898) requirements by ensuring that minority and low-income populations, who have traditionally been under-represented, have equal access to the decision-making process.





- Make specific efforts to increase participation by traditionally under-represented populations and groups, as required under Title VI of the Civil Rights Act of 1964 and to track participation by these groups.
- Meet the provisions of the Americans with Disabilities Act (ADA) of 1990.
- Promote an open and transparent public involvement process that inspires trust and integrity of the
  information that is presented. Participants should feel that their input is heard and considered and
  have an understanding of how their comments will be used.
- Encourage elected officials, area businesses, and civic and community organizations to represent the
  interests of their constituents and to promote direct participation by their constituents throughout
  the process. These community leaders can help to reach, or at least to represent, the interest of
  hard-to-reach groups including youth, the elderly, minorities, immigrants, and low-income residents.
- Provide a variety of options for receiving input from the general public, and other stakeholders.
- Provide opportunities for following up on inquiries and requests.
- Document comments received and responses to inquiries and requests.
- Document the progress and effectiveness of the Outreach Program.

# **Key Milestones**

The APIP is planned around several key Project milestones, including:

- Scoping
- Alternatives Analysis
- Draft EIS
- Public Hearing
- Final EIS
- ROD

# **Outreach Team**

The Outreach Team is made up of representatives from SCDOT and SCDOT's consultant team. Contact information for these representatives is described below.

**TABLE 1: OUTREACH TEAM** 

Name	Position	Organization	Phone Number	E-mail Address
Brian Klauk	Project Manager for Carolina Crossroads	SCDOT	801-737-5051	KlaukBD@scdot.org
Chad Long	NEPA Division Manager	SCDOT	803-737-1396	longcc@scdot.org
Randy Young	-Chief Engineer, Project Delivery	SCDOT	803-737-4682	youngrl@scdot.org





<b>David Kinard</b>	Project Manager	HDR	843-414-3736	daivd.kinard@hdrinc.com
Shannon	Environmental	HDR	843-414-3708	shannon.meder@hdrinc.com
Meder	Manager			
Jennifer Schwaller	NEPA Task Lead	HDR	816-412-1310	Jennifer.schwaller@hdrinc.com
Theresa McClure	PI Task Lead	HDR	843-414-3743	theresa.mcclure@hdrinc.com
Jesica Mackey	PI Coordinator/Social Media Manager	HDR	803-509-6627	jesica.mackey@hdrinc.com
Robert Flagler	PI Coordinator	HDR	843-414-3748	robert.flagler@hdrinc.com
Benjamin Burdette	Database Manager	HDR	864-631-0434	Benjamin.burdette@hdrinc.com
Julie Hussey	Stakeholder/Elected Officials Coordinator	Civic Communications	843-224-1096	jchussey@civiccommunications.com
Teowonna Clifton	Community Outreach Coordinator	DESA	803-743-1126	tclifton@desainc.com
Rob Hamzy	Elected Official Liaison	Mead & Hunt	803-996-2900	Rob.hamzey@meeadhunt.com
Berry Still	Assistant Project Manager	Mead & Hunt	803-996-2900	Berry.still@meadhunt.com
Dan Moses	Assistant Project Manager	STV		Daniel.moses@stvinc.com

# **Federal and State Agency Coordination**

# **Lead Agency**

SCDOT and FHWA will serve as the joint lead agencies for this project. As lead agencies, SCDOT and FHWA are responsible for scoping, inviting cooperating agencies, developing consensus among a wide range of stakeholders with diverse interests, resolving conflict, and ensuring that quality transportation decisions are fully explained in the environmental document.

# **Cooperating Agencies**

Cooperating Agencies will be involved in the NEPA process in accordance with CEQ regulations for implementing the procedural provisions of NEPA (40 CFR 1501.6). According to CEQ (40 CFR 1508.5), "cooperating agency" means any Federal agency, other than a lead agency, that has jurisdiction by law or special expertise with respect to any environmental impact involved in a proposed project or project alternative. In addition to participating in scoping, Cooperating Agencies become involved in the review of NEPA documents before public distribution. This cooperation facilitates the development of the NEPA document so that it may be adopted by the Cooperating Agencies in at least partial satisfaction of the agencies' NEPA obligations for future approvals associated with the Project. The U.S. Army Corps of Engineers (USACE) was invited to serve as a cooperating agency, as it has a permitting decision under





the Clean Water Act of Section 404. The USACE accepted this invitation and have been working with SCDOT and FHWA in reviewing preliminary chapters of the Draft EIS.

Table 2 provides a list of cooperating agencies.

# **TABLE 2: COOPERATING AGENCIES**

Agency	Туре
U.S. Army Corps of Engineers	Federal

# **Participating Agencies**

SCDOT and FHWA will consult with Participating Agencies to ensure that the joint effort makes the best use of the areas of jurisdiction and of special expertise of the Participating Agencies, that their views are considered in the course of the NEPA analysis and documentation process, and that the substantive and procedural requirements of all Participating Agencies are met.

Participating agencies are those with an interest in the project. Their roles and responsibilities include, but are not limited to:

- Participating in the NEPA process starting at the earliest possible time, especially with regard to the development of the purpose and need statement, range of alternatives, methodologies, and the level of detail for the analysis of alternatives.
- Identifying, as early as practicable, any issues of concern regarding the project's potential environmental or socioeconomic impacts. Participating agencies also may participate in the issue resolution process described later in this guidance.
- Providing meaningful and timely input on unresolved issues.
- Participating in the scoping process. The scoping process should be designed so that agencies
  whose interest in the project comes to light as a result of initial scoping activities are invited to
  participate and still have an opportunity for involvement.

Federal, state and regional agencies were invited to the Agency Scoping Meeting to learn more about the project and to provide early input on Purpose and Need. Following the Scoping Meeting, the Project Team identified agencies that should be invited to serve as Participating Agencies and a formal invitation was sent. The list below includes the federal, state, and regional agencies invited to serve as participating agencies. Table 3 lists agencies that accepted to serve as participating agencies.

# **Invited Federal Agencies**

- U.S. Fish and Wildlife Service
- U.S. National Park Services
- U.S. Army Corps of Engineers
- U.S. Department of Agriculture
- U.S. Health and Human Services
- U.S. Department of Housing and Urban Development





- U.S. Environmental Protection Agency
- Federal Aviation Administration
- Catawba Indian Nation
- NOAA National Marine Fisheries Service

# **Invited State Agencies**

- South Carolina Department of Archives and History
- South Carolina Department of Health & Environmental Control
- South Carolina Department of Natural Resources
- South Carolina Department of Housing and Urban Development
- South Carolina Department of Public Safety
- South Carolina Forestry Commission
- South Carolina Department of Parks, Recreation & Tourism

# Invited Regional/Local Agencies

- Central Midlands Council of Governments
- Richland County
- Town of Irmo
- The Comet Transit System
- City of Columbia
- Lexington County
- Richland County Planning and Zoning
- Richland County Planning Department
- City of Columbia Department of Planning and Development
- City of Columbia Department of Utilities and Engineering
- Richland County Public Works
- Richland County School District
- City of Columbia Water and Sewer
- City of West Columbia
- City of Columbia Parks and Recreation Department
- Richland County Housing and Urban Development
- Richland County Sheriff's Department
- Richland County Economic Development Office
- Richland County Recreation Commission
- Lexington County Community Development Department
- Lexington County Economic Development
- Lexington County Planning and GIS Department
- Lexington County Department of Public Works
- Lexington County Sheriff's Department
- Lexington County Recreation and Aging Commission
- Central Midlands Regional Transit Authority
- Columbia SMART Ride





# Invited Utilities/Other Stakeholders

- Alpine Utilities
- Bush River Utilities
- Time Warner Cable
- AT&T
- Columbia Public Schools
- Columbia Metropolitan Airport
- Lexington County Airport

Table 3 provides a list of agencies that accepted to serve as participating agencies.

**TABLE 3: PARTICIPATING AGENCIES** 

Agency	Туре
U.S. Environmental Protection Agency	Federal
U. S. Fish and Wildlife Service	Federal
South Carolina Department of Archives and History	State
South Carolina Department of Health & Environmental Control	State
South Carolina Department of Natural Resources	State
South Carolina Department of Public Safety	State
Central Midlands Council of Governments	Regional
Central Midlands Regional Transit Authority	Regional
Richland County	Regional
Lexington County	Regional

All scoping comments, as well as responses to the invitation will be tracked using iREALM Contact and Comment Management<sup>SM</sup> (iREALM CCM).

# **Outreach Methods**

# **AGENCY MEETINGS**

An Agency Scoping Meeting was held on April 9, 2015, at SCDOT Headquarters and was the first opportunity to provide information about the Project, obtain comments, and discuss issues related to the Project as identified by affected federal, state, and local agencies, as well as Native American groups, including tribes. The dates, times, and locations of additional meetings were held in coordination with the Agency Coordination Effort (ACE) meetings. At the end of the Scoping Meeting, a





Scoping Summary was completed. The agency scoping summary can be found in Appendix M . The additional ACE and web-based meetings were used to present the following information:

- Response to Notice of Intent/Invitation to be a Cooperating and Participating Agency
- Project Study Area
- Schedule for the Environmental Review Process
- Methodology Reports
- Agency/Public Involvement Coordination Plan
- Purpose and Need Statement
- Alternative Evaluation Criteria
- Reasonable Alternatives
- Recommended Preferred Alternative

# **SECTION 106 REQUIREMENTS**

Another aspect of agency coordination will be fulfillment of Section 106 requirements under the National Historic Preservation Act. SCDOT and FHWA consulted with South Carolina State Historic Preservation Office with regards to the draft cultural resources report. This coordination can be found in Appendix B.

# TRIBAL COORDINATION

Coordination to solicit input from Native American groups, including tribes, was also conducted for this Project. Information developed for the early coordination packet was used for Tribal coordination. FHWA and/or SCDOT conducted Tribal consultation for this project.

## **FEDERAL REQUIREMENTS**

The plan and all associated outreach complies with Section 6002 of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) as amended by Section 1304 of the Fixing America's Surface Transportation Act (FAST Act).

- Lead/joint lead agency status will be determined and documented.
- Lead agency will send Letters of Invitation to Participating and Cooperating Agencies.
- Coordination plan will be developed with consultation of participating agencies.
- Schedule for the environmental review process will be developed through consultation with participating agencies.
- Participating agencies and the public will have an opportunity for involvement on purpose and need.
- Participating agencies and the public will have an opportunity for involvement on the range of alternatives.
- Appropriate methodology to be used and level of detail required in analysis will be determined in collaboration with participating agencies.





# **Public Outreach Strategy**

To achieve the APIP goals, the Outreach Team implemented the strategy outlined in the following sections:

- Stakeholder Analysis
- Key Issue Identification
- Communication Tools
- Meetings
  - Stakeholder Advisory Committee
  - Elected Official Outreach
  - Public Meetings
- Targeted Special Outreach
- Media and Advertising Plan
- Communications Protocol
- Analytics & Tracking Protocol

# **Stakeholder Analysis**

To reach out to all interested and other potentially affected parties regarding the Project, the Outreach Team has researched and identified public stakeholders and stakeholder groups to form a contact database. The contact database will be updated throughout the Project and serve as the information distribution mailing list and as a tracking list for all outreach activities.

The outreach process reaches four key audiences:

- People, property, and businesses potentially affected by the Project
- Property owners
- Special interest groups (rail, transit, bike/pedestrian, etc.)
- Title VI-related groups and organizations (minorities [race, color, and national origin], low-income populations, the elderly [seniors], disabled, and Limited English Proficiency [LEP] populations)
- Community leaders
- Community organizations
- Elected officials

### **PARTICIPATING STAKEHOLDERS**

### **Federal Representatives**

- Senator Lindsey Graham (R)
- Senator Tim Scott (R)
- Congressman Marshall "Mark" Sanford District 1 (R)
- Congressman Joe Wilson (R) District 2
- Congressman Jeff Duncan (R) District 3
- Congressman Trey Gowdy (R) District 4





- Congressman Ralph Norman (R) District 5
- o Congressman James "Jim" Clyburn (D) District 6
- Congressman Tom Rice (R) District 7

# **State Elected Officials**

- o Governor Henry McMaster
- Lt. Governor Kevin Bryant

### Senate

- o Ronnie Cromer (District 18)
- John L. Scott, Jr. Richland (District 19)
- Vacant Lexington & Richland (District 20)
- Darrell Jackson Richland (District 21)
- Mia S. McLeod Kershaw & Richland (District 22)
- Katrina Frye Shealy Lexington (District 23)
- A. Shane Massey (District 25)
- Nikki G. Setzler Lexington (District 26)

# **House of Representatives**

- Chris Wooten Lexington (District 69)
- Wendy C. Brawley Richland (District 70)
- Nathan Ballentine Lexington & Richland (District 71)
- James E. Smith Jr Richland (District 72)
- Christopher R. "Chris" Hart Richland (District 73)
- J. Todd Rutherford Richland (District 74)
- Kirkman Finlay III Richland (District 75)
- Leon Howard Richland (District 76)
- Joseph A. "Joe" McEachern Richland (District 77)
- Beth E. Bernstein Richland (District 78)
- Ivory Torrey Thigpen Richland (District 79)
- Jimmy C. Bales Richland (District 80)
- Chip Huggins (District 85)
- o Todd K. Atwater (District 87)
- McLain R. "Mac" Toole (District 88)
- Micah Caskey (District 89)

# **Local Public Agencies**

- City of Columbia
- o Richland County
- Lexington County
- Town of Irmo
- o City of West Columbia
- o Town of Chapin
- Town of Lexington
- Central Midlands Council of Government





# **Columbia Elected Officials**

- o Mayor Steve Benjamin
- o Councilman Sam Davis
- o Councilwoman Tameika Isaac Devine
- o Councilman Howard Duvall, Jr.
- Councilman Edward McDowell, Jr.
- o Councilman Moe Baddourah
- Councilman Daniel J. Rickenmann

# **Richland County Elected Officials**

- o Councilman Bill Malinowski District 1, Vice Chair
- Councilwoman Joyce Dickerson District 2, Chair
- Councilman Yvonne McBride District 3
- Councilman Paul Livingston District 4
- o Councilman Seth Rose District 5
- Councilman Gregory Pearce Jr. District 6
- Councilman Gwendolyn Kennedy District 7
- Councilman Jim Manning District 8
- Councilwoman Calvin "Chip" Jackson District 9
- o Councilman Dalhi Myers District 10
- Councilman Norman Jackson District 11

# **Richland County Planning Commission**

- Commissioner Stephen Gilchrist
- Commissioner Heather Cairns
- o Commissioner Wallace Brown Sr.
- o Commissioner C. David Tuttle
- Commissioner Chui Ping Karen Yip
- o Commissioner Prentiss McLaurin
- Commissioner Ed Greenleaf
- Commissioner Beverly Frierson
- o Commissioner Mettauer Carlisle

## **Town of Irmo Elected Officials**

- Mayor Hardy King
- o Councilman Barry A. Walker, Sr.
- Councilman Julius Waites
- Mayor Pro Mark Pouliot
- o Councilwoman Kathy Condom

## City of West Columbia Elected Officials

- Mayor Bobby Horton
- Council Member Mike Green District 1
- o Council Member Trevor Bedell District 2
- Council Member Casey J. Hallman District 3
- Mayor Pro-Tem Temus C. "Tem" Miles, Jr. District 4
- Council Member Boyd J. Jones District 5





- Council Member Jimmy Brooks District 6
- Council Member Erin P. Porter District 7
- Council Member Teddy Wingard District 8

# **Town of Chapin Elected Officials**

- o Mayor David W. Knight
- Mayor Pro-Tem Mike Clonts
- o Councilwoman Kay Hollis
- o Councilman Al Koon
- Councilman Preston Baines

# **Town of Lexington Elected Officials**

- Mayor Steve MacDougall
- Mayor Pro-Tem Hazel Livingston
- Council Member Kathy Maness
- Council Member Todd Lyle
- Council Member Steve Baker
- Council Member Todd Carnes
- o Council Member Ron Williams

## **Lexington County Council**

- Councilman Scotty "Scott" Whetstone District 1
- o Councilman Paul Lawrence "Larry" Brigham, Jr. District 2 and Vice Chairman
- Councilman Darrell Hudson District 3
- o Councilwoman Debra "Debbie" Summers District 4 and Chairman
- o Councilman Bobby Keisler District 5
- Councilman Erin Long Bergeson District 6
- Councilman Phillip Heyward Yarborough District 7
- Councilman Ned Randall Tolar District 8
- Councilman M. Todd Cullum District 9

# **Community Advocacy Groups**

- Transportation Association of South Carolina
- o Palmetto Cycling Coalition
- Carolina Wildlife Care
- o Columbia Audubon Society
- Congaree Riverkeeper
- Keep the Midlands Beautiful
- o Richland County Conservation Commission
- Sierra Club, South Carolina Chapter
- South Carolina Wildlife Federation
- o Ducks Unlimited
- South Carolina Alliance to Fix Our Roads (SCFOR)
- West Columbia Beautification Foundation
- Harbison State Forest





# **Business Community**

- o Columbia Chamber of Commerce
- Lexington Chamber of Commerce
- South Carolina Chamber of Commerce
- North Columbia Business Association
- Five Points Association
- o Central Carolina Economic Development Association
- Greater Chapin Chamber of Commerce
- Development/Property Management Entities
- o Midlands Authority for Conventions, Sports, & Tourism
- South Carolina Trucking Association
- New Carolina: South Carolina's Council on Competitiveness
- South Carolina Economic Developers' Association (SCEDA)
- Lexington County Economic Development Department
- West Columbia Chamber of Commerce
- Columbia Metro Convention/ Visitor Bureau
- Greater Columbia Civil War Alliance
- Greater Irmo Chamber of Commerce
- Lexington County Recreating & Aging Commission
- o Riverbanks Zoo and Botanical Gardens
- Corporation for Economic Opportunity
- Columbia Mall area

# **Civic Organizations**

- Central Carolina Community Foundation
- Chapin We Care Center
- Columbia YMCA
- Kiwanis Carolina
- o Lions Club
- Knights of Columbus
- o Affordable Housing Coalition of South Carolina
- o Richland Sertoma Club
- o Irmo Library
- Saint Andrews Regional Library
- First Church of Nazarene
- Ashland United Methodist Church
- Friendship AME Church
- o New Spring Church: Columbia Campus
- o Broad River Church
- o Abundant Life Outreach Ministry
- St. Andrews Evangelical Church
- Church-Christ North Columbia
- Christian Life Church
- St. Andrews Middle School
- Remington College Columbia Campus
- ITT Technical Institute Columbia Campus





- ECPI University
- Strayer University Columbia Campus
- Sandel Elementary School
- Seven Oaks Elementary School
- Leaphart Elementary School
- Dutch Fork Elementary School
- Dutch Fork Middle School
- Dutch Fork High School
- Harbison West Elementary School
- o Irmo High School
- o Columbia High School
- o Crossroads Middle School
- Irmo Middle School
- Irmo Elementary School
- Able South Carolina
- South Carolina Hispanic Outreach
- University of South Carolina
- o River Alliance
- Rotary Club
- o Palmetto Health Hospital
- South Carolina Sheriff's Association
- League of Women Voters

# **Neighborhood Associations**

- o Arsenal Hill Neighborhood Organization
- o Barhamville Estates Neighborhood Organization
- Belvedere Community Organization
- Bethel-Bishop-Chappell Organization
- Booker Washington Heights Organization
- Celia Saxon Neighborhood
- Community Improvement Cooperative Council
- o Coalition of Downtown Neighborhoods
- Colonial Heights Neighborhood Organization
- Colonial Park Neighborhood Organization
- Colonial West Neighborhood Organization
- Colony Community Organization
- Downtown Neighborhood Association
- o Edgewood Neighborhood Floral Club
- Eva P. Trezevant Neighborhood Organization
- Granby Hill Alliance
- Highland Park Civic Club
- Historic Waverly Neighborhood Council
- o Jones McDonald Community Club
- o Lincoln Park Community
- Lyon/Martin/Waverly Community Council
- Lyon Street Neighborhood
- Martin Luther King Neighborhood





- Pinehurst Community Council
- Quail Hollow
- Quail Hollow Village
- Quail Ridge
- o Richland County Neighborhood Council
- o River's Edge
- o Robert Mills Historic Neighborhood
- Skyland Neighborhood Association
- o The Gates at Quail Hollow
- Watermark Homeowner's Association
- Westover Acres
- Whaley Street Neighborhood
- o Harbison Neighborhood Association
- o Lake Quail Valley Neighborhood Association

### **Utilities**

- o City of Columbia Water & Sewer
- Alpine Utilities
- Bush River Utilities
- West Columbia
- o SCE&G Power Transmission & Distribution SCE&G Gas
- AT&T
- South Carolina DOT ITS
- o Time Warner Cable

# **Transportation Related Organizations**

- Central Midlands RTA
- The COMET
- Checker Yellow Cab
- Capitol City Cab
- o Blue Ribbon Taxi
- Five Points Taxi Van
- Hoffman Travel
- o Columbia Shuttle Service
- MegaBus

# **Additional Hispanic Outreach Groups**

- o Hispanic Connections, Inc.
- o Hispanic Leadership Council

# **Additional Disabled Population Outreach Groups**

- Experience Works
- o South Carolina Commission for the Blind





# **Key Issues Identification**

Table 5 identifies topics that the project team anticipated to raise concern during the course of the project and methods for addressing the issues at their onset.

**TABLE 5: ADDRESSING KEY ISSUES** 

Key Issues	Methods For Addressing Issues
Key Issues	Wictious For Addressing issues
Reaching Environmental Justice populations	<ul> <li>Use advertising and graphics within minority communities at appropriate locations (e.gcommunity centers, grocery stores, public transportation centers)</li> <li>Use Spanish bilingual outreach materials</li> <li>Use minority media outlets</li> <li>Provide translators at public meetings</li> </ul>
Alternatives Analysis	<ul> <li>Create key messages to explain what alternatives are being considered and why.</li> <li>Project videos will be used to illustrate potential reasonable alternatives.</li> </ul>
Overcoming the interchange's legacy of malfunction	<ul> <li>Acknowledge past issues</li> <li>Rebrand the interchange and commit to using the new brand early in the project</li> </ul>
Public concern regarding alternatives impacts	<ul> <li>Provide transparent information on impacts regarding potential alternatives</li> <li>Create visualizations and/or graphics to demonstrate alternatives for the new system to better explain the benefits</li> </ul>
Unidentified project constraints	<ul> <li>Be transparent about the project process and possible outcomes at every phase of engagement</li> <li>Communicate funding issues in simple, educational graphics</li> </ul>
Lack of project support	<ul> <li>Educate stakeholders about the loss of revenue caused by avoidance</li> <li>Market project as a benefit not just locally, but regionally</li> <li>Offer stakeholders multiple opportunities to engage including online meetings, pop-up events, and social media</li> </ul>

# **Communication Tools**

The following tactics were launched at the start of and used throughout the Project:

<u>Project Website</u> – An independent website will be maintained for the Project. The site will offer the
public and team 24/7 access to current information and documents related to the Project. The
Project website will serve as a repository for all project-related educational materials and public
participation opportunities. This robust site will include information geared to help decrease public
confusion about the project and provide insight into the process. The information will be clear and





timely so that the public can provide relevant input based on their understanding of the Project and the process. Links to join the mailing list, to provide comments and questions, and to stay connected through social media will be available. For Title VI and LEP audiences, the website will include a foreign language translation feature as well as a font enlargement feature and will comply with Website Accessibility Initiative (WAI) standards. The site will be reviewed and updated regularly to ensure the most current and accurate information is available.

- <u>Social Media</u> Posts will be made to the Project's social media platforms (Twitter and Facebook) throughout the EIS. Social media is conversational in nature and an effective social media presence for the Project will broaden outreach, increase awareness of the Project and provide engagement opportunities to stakeholders who might not otherwise participate. Although social media posts will not be part of the public record, the conversation occurring online is important to the process. A detailed Social Media Protocol is included as Appendix A.
- <u>Project Information Line</u> The Outreach Team will establish a toll-free telephone information line
  and create a script for the line's voicemail. The Project information line will be programmed to
  deliver messages to the database manager. The comment will be transcribed into the contact
  database.
- <u>Project Videos</u> The Outreach Team will develop process videos to illustrate typical project-related development activities. Each video will be produced using either vector image animation or white board illustration techniques. Videos will be hosted on a project YouTube channel and embedded in the project website.

# Title VI/LEP Outreach

Title VI/LEP outreach strategies include:

- Seeking out, building and maintaining a comprehensive database of mail and e-mail contact information for Title VI groups and advocacy groups
- Partnering with senior, disability, social service, transit, and area Hispanic liaison offices to provide information regarding the Project
- Hosting outreach meetings with Title VI communities and coordinating with advocates to attend already scheduled meetings
- Advertising meetings in high activity centers along the project corridor especially during initial phases using fliers and static displays
- Placing ads in urban and Hispanic newspapers
- Translating newspaper ads and press releases to Spanish for Hispanic publications
- Translating other project materials to Spanish, as needed
- Providing translators free of charge (ADA and Spanish) at public meetings
- Engaging audiences through greater use of visuals, larger font and simpler language in fliers, display boards, and presentations
- Holding meetings at ADA accessible locations





- Translating features on the Project website
- Providing font enlargement features on the Project website
- Coordinating information distribution to focused communities based on GIS mapping and socioeconomic and demographic information such as Environmental Justice (EJ) insight
- Visiting these key areas to secure additional advocate/ambassadors such as retail and human service organizations and adding key contacts to database

# Stakeholder, Elected Official, and Public Involvement

# **Stakeholder Advisory Committee**

The Stakeholder Advisory Committee (SAC) will act in an advisory capacity to the Project Team and includes key stakeholders within the Project Area and the region. The Stakeholder Advisory Committee will meet at key milestones to guide the decision-making process for the initial stages of the Project with potential to taper off. The following describes the role of Stakeholder Advisory Committee members:

- To be briefed on major project milestones.
- To meet quarterly, as needed.
- To provide input to complete certain parts of the project.
- To keep appropriate staff (attorneys, engineers, modelers, etc.) informed of project progress, although they would not necessarily need to be full participants in the Stakeholder Advisory Committee meeting.

Table 5 lists the dates and topics of each SAC meeting to date.

**TABLE 5: SAC MEETING SCHEDULE** 

Name	Date	Topic
Stakeholder Meeting 1	April 22, 2015	Provide information on EIS process and role of Stakeholder Advisory Committee
Stakeholder Meeting 2	August 27, 2015	Provide information on EIS processes and project need
Stakeholder Meeting 3	September 19, 2016	Provide an update on the EIS and alternative screening process
Stakeholder Meeting 4	August 31, 2017	Provide an update on the EIS process and reasonable alternatives

The following organizations were invited to participate in the Stakeholder Advisory Committee. Other members of the public were encouraged to attend following the initial community kick off meeting held on May 12, 2015.

- Columbia Chamber of Commerce
- Greater Lexington Chamber and Visitors Center





- Greater Irmo Chamber of Commerce
- Greater Chapin Chamber of Commerce
- Greater Cayce West Columbia Chamber
- Midlands Authority for Conventions, Sports and Tourism
- Riverbanks Zoo & Botanical Gardens
- Lexington Medical Center
- Palmetto Health
- Blue Cross Blue Shield
- Columbiana Centre
- Central Carolina Realtors
- New Carolina- Council on Competitiveness
- Central South Carolina
- SC Trucking Association
- University of South Carolina
- Midlands Technical College
- Southern Environmental Law Center
- Palmetto Cyclists
- River Alliance
- ULI
- Sustainable Midlands
- League of Women Voters
- Columbia Community Foundation
- South Carolina Hispanic Outreach
- South Carolina Alliance to Fix Our Roads
- Lexington Neighborhood Enhancement Action Team
- University of South Carolina

# **Elected Official Outreach**

# **EARLY COORDINATION PACKET**

At the onset of the project a Coordination Packet will be sent to federal, state, regional, and local elected officials to inform them about the Project, schedule, and outreach efforts.

### **ELECTED OFFICIAL BRIEFINGS**

To engage state and local elected officials with consistent information about the Project, an early coordination meeting will occur with legislative representatives on information including but not limited to, key messages, project description, Project Team, meeting schedule, and outreach efforts. The meeting will be a meet and greet held at a community location in Columbia at a time most convenient for legislators.

# **REGIONAL GOVERNMENTS**

In coordination with public information meetings, presentations will occur with the Central Midlands Council of Governments at their regularly scheduled meeting to reach regional planning agencies, and





municipal governments. It is anticipated that the Project team will present at each of the following stages:

- Scoping
- Alternatives Analysis
- Reasonable Alternatives
- Public Hearing for Draft EIS
- Final EIS

# **ONE-ON-ONE MEETINGS**

One-one-one meetings will occur as needed and could take place in the form of in-person meetings or virtual meetings. The purpose of these meetings is to provide continual education regarding the project to newly elected officials or officials wanting more context than the Early Coordination Packet or briefings can provide.

# **Targeted Special Outreach**

Throughout the Project, it is anticipated that requests will be made for presentations to local community groups, Chambers of Commerce, or other special interests along the corridor. In addition, the Outreach Team will identify community outreach opportunities to conduct popup events and mobile meetings in communities that have potential hard to reach, EJ, elderly, and disabled populations.

Summer Outreach will be done at various community events throughout the summer months where the Outreach Team can interact with the public, build relationships and capture authentic user experiences from corridor travelers.

# **Public Meetings**

Five public information meetings will be held:

- Community Kick-off
- Scoping
- Preliminary Alternatives
- Reasonable Alternatives
- Public Hearing for DEIS

The format of the in-person Public Information Meetings will be an open house with a scheduled presentation and question-and-answer session. A combination of traditional and non-traditional meeting times and locations will be considered in order to capture commuters.

A Meeting Plan will be developed specific for each public meeting that includes: agenda, staffing, floor layout, materials, supplies, and equipment.





### **MEETING NOTIFICATIONS**

The following outreach methods will be used to notify the public of scoping and information meetings:

- <u>Direct Mail Invitation</u> A letter will be sent to property owners within a 500-foot buffer of the
  corridor and potential alternatives. The letter will make property owners aware of the Project,
  notify them that team members may be performing analysis in their area, and make them aware of
  upcoming public meetings and drive them to the website to help them remain informed.
- <u>Fliers</u> Informational fliers will be printed and distributed prior to public meetings to broaden the
  awareness and diversity of our participants. Fliers will be placed in community gathering places and
  may include libraries, recreation centers, restaurants, and businesses. Distribution will center
  around reaching into low income neighborhoods or ethnic neighborhoods, based on Project corridor
  demographic information.
- E-mail Invitation A series of e-mails will be sent surrounding public meetings and comment periods. The first e-mail will be sent three to four weeks in advance of the meeting; the second e-mail will be sent the weeks of the first meetings and the third e-mail will be sent just prior to the end of the comment period. E-mail recipients will be given an option to opt out if they no longer wish to receive meeting invitations. The e-mail address will correspond to the Project website URL.
- Newspaper Ads Public meeting notice advertisements will be placed in the main news sections of several newspapers in the Project area in accordance with SCDOT requirements. This public notice will announce the date/time/location/format of the public meetings, availability of the project information, comment opportunities, alternative methods to participate by attending the online meeting, and comment deadlines.
- <u>Social Media</u> As part of the overall Social Media Plan, the Outreach Team will use Twitter, Instagram and Facebook to post meeting notifications, reminders to attend the meetings and reminders to comment. The posts will include links to information and visuals whenever possible. The Social Media Plan and Protocol is included in Appendix A. Per the Protocol, the Outreach Team will make it clear that social media posts will not be part of the official public record.
- <u>Project Website</u> Meeting details and comment forms will be made available on the Project
   Website. Links to meeting materials and comment forms will be posted for the public's convenience.
- <u>Press Release/Media Advisory</u> Press releases and media advisories will be developed by the
  Outreach Team and distributed in advance of public meetings and/or comment opportunities. The
  media will be invited to attend meetings and encouraged to interview the Project spokesperson(s).
- <u>Project Information Line</u> The Outreach Team will establish a toll-free telephone information line
  pre and post every public event. The Project information line will be programmed to deliver
  messages to the database manager. The comment will be transcribed into the contact database.

# **MEETING MATERIALS**

The following is a list of materials that will be developed to help the public navigate and understand Project details. Some materials may be in an electronic format.

- Informational Display Boards
- Presentations





- Meeting Information Package/Handouts/Project Brochure
- Comment Forms

### **MEETING SUMMARY**

A Meeting Summary will be prepared within two weeks of each in-person meeting. The summary will include number of meeting attendees, key stakeholders' presence, outreach methods, materials, and media mentions, and staff notes. Meeting summaries have been included in Appendix N.

# **ONLINE MEETINGS**

In order to reach a broader audience, an online meeting complementary to the in-person public meetings will be developed and made available through the Project website. The content of the online presentation will mirror the in-person meeting presentation. The online meetings will be hosted on the HDR server and will be available in advance of the in-person public meetings and live through the end of the comment period for each key milestone, or as SCDOT directs. The online meetings will include the board content from the in-person meeting and an electronic comment form. Comments received through the online meeting will be sent directly to HDR for input as a contact and comment into the comment management system.

# **Media Strategies**

Information provided to the media about the Project will correspond with public involvement opportunities through the plan development process. The Outreach Team will relay Project-related information with the media using the following methods:

- Project Team Spokesperson –SCDOT will determine spokespersons by topic area expertise.
- <u>Press Releases</u> Press releases will be developed at key points during the Project to ensure the
  media understand the Project and the process. Press releases will likely center around the following
  milestones:
  - o Project Kick Off
  - Public Scoping announcement
  - Alternatives Development announcement
  - Reasonable Alternatives announcement
  - Public Hearing announcement
  - Draft EIS
  - Final EIS
  - Record of Decision
- Media Advisories Media advisories will be distributed prior to public meetings inviting the media
  to attend and to interview Project Team members. The Outreach Team will develop the media
  advisory content. SCDOT will review and approve content and distribute to their media distribution
  list.





- <u>Pitching Interviews</u> SCDOT will follow up on press releases and seek opportunities for the Project Team to be interviewed.
- Media Monitoring SCDOT will provide relevant Project news clips. These clips will be circulated by the Outreach Team to the entire Project Team for review to remain current and aware of news surrounding the Project and related issues. Staying alert for activities of note is vital and can be accomplished through reading of print and electronic news media.
- Online Media Kit For the convenience of the media in a large corridor, the Outreach Team will
  provide a web page dedicated to news and an online media kit on the Project website. This kit will
  include press releases, frequently asked questions, project graphics, corridor images, backgrounders
  on the Project and information about related studies as appropriate. The media will be able to
  download what they need when they need it.

### **MEDIA CONTACTS**

Establishing the right media contacts is key to implementing this approach in this plan. Targeting individuals such as traffic reporters, municipal reporters, and those who represent grassroots outlets such as weekly public interest newspapers will increase the frequency with which project-related stories are picked up and will provide opportunities to promote different story angles with multiple publications.

See Appendix B for a full listing of media contacts across the State of South Carolina.

### **PAID MEDIA**

The Outreach Team will employ the following paid advertising methods:

- <u>Public notices</u> A public notice will be printed in the legal section of pre-approved newspapers in accordance with the NEPA requirements in the State of South Carolina.
- <u>Public service announcements</u> Public Service Announcements (PSAs) will be disseminated to the media with the objective of raising awareness or changing public attitudes and behavior toward issues related to SCDOT infrastructure projects with a specific tie-in to the I-20/26/126 project.
- Radio and print advertising Billboard, back of buses, radio, and newspaper advertising will be used to strategically market project initiatives to ensure time-sensitive messages are conveyed broadly and effectively to residents and stakeholders.
- <u>Social media advertising</u> Paid advertisements will be placed on Twitter and Facebook to educate followers about upcoming project milestones, potential impacts, upcoming meetings, and media events.

# **Communications Protocol**

This document is a Protocol that identifies the policies and procedures for communication on the Project. This Protocol will be managed by the HDR Outreach Team Lead, and implemented by all team representatives. Compliance will be monitored and this Protocol can be adjusted as necessary throughout Project.





In order to streamline tracking, integration, and response to comments received from the public on this EIS, this contact management team and Protocol has been developed. General information is listed in Table 6.

**TABLE 6. GENERAL INFORMATION** 

Database Manager (DbM)	Database URL	Contact Log URL
Benjamin Burdette Robert Flagler	http://irealmccm.hdrinc.com	[data entry form URL, if utilized]
Mailing Address for Comments	[Study/Project] Information Line	[Study/Project] E-Mail
Carolina Crossroads Corridor Improvement Project C/O South Carolina Department of Transportation Mega Projects Division, Room 122 P.O. Box 191 Columbia, SC 29202-0191	1-800-601-8715	info@CarolinaCrossroadsSCDOT.com
Web Site URL	Facebook URL	Twitter URL
www.scdotcarolinacrossroads.com/	www.facebook.com/SCDOTCarolinaCrossroads	www.twitter.com/scdotCrossroads

The contact management team will include the following project team members.

**TABLE 7: CONTACT MANAGEMENT TEAM** 

Consultant	SCDOT
Theresa McClure, HDR	Brian Klauk
David Kinard, HDR	Chad Long
Shannon Meder, HDR	
Jennifer Schwhaller, HDR	
Jesica Mackey, HDR	
Robert Flagler, HDR	
Julie Hussey, Civic	
Communication	
Teowonna Clifton, DESA	
Rob Hamzy, Mead & Hunt	

# **Communication Tracking and Management**

The following tools will be used for communication tracking and management.





### **CONTACT DATABASE**

HDR established iREALM Contacts and Comment Management<sup>SM</sup> (iREALM CCM), a contact database, for the Project to streamline the tracking of agency, and stakeholder coordination as well as internal team coordination. This includes:

- Tracking and documenting public and agency comments
- Tracking and documenting public participation, outreach, media, and mailing lists
- Managing administrative records
- Providing participation data for metric and tracking results.

Communication types and the associated reporting procedure are shown in Table 8.

**TABLE 8: COMMUNICATION TYPES AND PROCEDURES** 

Туре	Procedure
Website & E-mail Inquiries	The web comment form will be programmed to submit directly to iREALM CCM. Any e-mails from the public or agencies received will be forwarded to the DbM for inclusion in the database. All e-mails will be transcribed. E-mail will be converted to electronic, text-selectable Adobe Portable Document format (PDF) files and stored in project files and the database.
Inquires Mailed to SCDOT	Mail delivered to SCDOT will be date stamped and e-mailed to the DbM to enter and stored electronically in the database and project files. All mailings will be transcribed.
Information Line	The Project information line will be programmed to deliver messages to the DbM. The comment will be transcribed into the contact database and the original WAV file will be stored in the database and project files.
Comment Forms	Comments mailed SCDOT should be date stamped, scanned, and forwarded to the DbM to be incorporated into the database. Those forms collected at a public meeting will be delivered to DbM for entry in the database. All comment forms will be transcribed.
Telephone Call	Call receiver will summarize the call in the online database per the iREALM CCM User procedures or on the web contact log form.
Face-to-Face	Comments received in face-to-face conversations will be summarized on the online database on the web contact log form or in an e-mail to the DbM.
Form Letters	Form letters will be drafted to help facilitate the ease of responses to standard inquiries.

Specific policies for official comment period processing will be developed later and may supersede this Protocol during the formal comment periods.

# **RECEIPT OF COMMENTS**

## **Comment Management**

Comments may be submitted by any of the following avenues:

Letter





- E-mail
- Comment forms at public meetings
- Telephone call
- Face-to-face
- Survey
- Website
- Hotline
- Social Media

There are three main steps in responding to comments: data entry, categorization of comments, and response to comments as described in the following sections.

### **DATA ENTRY**

The DbM will enter all comments into iREALM CCM including name of the commenter, the date received, and contact information provided such as:

- Name of commenter (or comment document signatory)
- Agency
- Address
- Comment method (letter, e-filing, and so forth)
- Contact type
- Other, as appropriate

## **CATEGORIZATION**

After entering the basic document properties, the DbM will review the document and assign issue
codes. Categorization coding personnel will be staff with NEPA experience to facilitate identification
of issues. The text for each comment will be copied into the Issues field of the comment record in
iREALM CCM and coded appropriately. Each issue will be sorted into categories and assigned a
unique code.

# **RESPONSE PROTOCOL**

 An action item will be identified and programmed into iREALM CCM for any item that would need attention. An automatic e-mail will be programmed to the person the action item is assigned to. A 24 hour response time will be observed.

# **NEPA COMMENT RESPONSE**

For comments received in official comment periods during the NEPA process, comments will be reviewed by one of the current chapter managers who each are responsible for sections of the document. Unless the comment requests a direct response, all comments will be responded to in the





NEPA document at the state the comment was left, to include, Scoping, Alternatives Analysis and Draft EIS.

# **IMMEDIATE RESPONSE REQUIRED**

If a comment requires an immediate response, once the DbM receives the comment, they will forward the comment to the Contact Management Team. Examples include media inquiries, public comments about the scoping period or public meetings, etc.

### **AUTOMATIC RESPONSES**

When a comment is submitted an automatic response will be generated by iREALM CCM and through e-mail submissions. The DbM is responsible for drafting the automatic response and initiating and managing the automatic responses.

### **ACTION ITEMS**

If a comment response is assigned to a member of the team an action item will be assigned to the person responsible to follow up. The person assigned to the action item will receive an automatic e-mail from the database notifying them of the action. The action item will not be closed until it is acknowledged by the team that it is complete.

## **REPORTING**

The DbM will generate a report on a timeline determined by the project manager and the client. The report will include all open events on iREALM CCM including additional reporting determined by the client.

### **OUTREACH MANAGEMENT**

# **Meeting Entries**

The database will also be used to record and track outreach activities. All details will be entered into the online database per the iREALM CCM User procedures including:

- Title of meeting/phone call
- Date of meeting/phone call
- Discussion objective and summary
- Attendees/participants

# **Mailing Entries**

The database will also be used to record and track mailings. Mailings will be saved as an event in iREALM. All details will be entered into the online database per the iREALM CCM User procedures including:

- Title of mailing
- Date of mailing
- Mailing content
- Attendees/participants





• A report of all activities will be included with a weekly Contact Report.

### **MAILING PREFERENCE**

In every situation where interested parties have the opportunity to supply contact information (meeting sign-in sheets, on-line comment form, etc.) they will be able to choose their mailing preference: direct mail or e-mail.

In the event no preference has been recorded, the individual will be added to e-mail mailing lists unless the only contact information provided is direct mail.

### **RETURN TO SENDER**

In the event a mailing is returned to sender, e-mail the DbM the name and address to which the mailing was sent and any updated information supplied by the post office. The database will be updated to indicate the mailing failed to this individual and any new address information will be logged. If no forwarding information is provided, the contact will be given a Do Not Mail status.

## **REPORTING**

HDR will prepare and e-mail the Team a weekly report summarizing all new events and comments.

## **MEDIA AND SOCIAL MEDIA**

### **Media Management**

Chad Long, SCDOT is the point of contact for media management. Media mentions are tracked through Google Alerts, which are sent to the DbM.

<b>TABLE</b>	9:	GOOG	I F AI	FRT	<b>PHR</b>	<b>ASFS</b>
IADLE	Э.	GUUG	LE AI	LENI	PHI	A)

Google Alert Phrases				
Carolina Crossroads	Richland County Traffic			
I-20/I-26/I-126	Lexington County Traffic			
Malfunction Junction	Columbia Interstate			
SCDOT Interstate	Malfunction Junction Traffic			
South Carolina DOT	Columbia Congestion			
Columbia Traffic	Carolina Crossroads Improvement			
South Carolina Traffic	Carolina Crossroads Traffic			

## Social Media Management

HDR will receive alerts on social media activities. If activity occurs, the social media manager, will respond within one to three business hours. They will also create a full social media activity report for the project and send to the Project Manager on a timeline based on the project's needs.

# PROJECT/STUDY CLOSE-OUT

At the completion of the Study, the contact management database data and all stored events will be transferred to SCDOT in a Microsoft Excel 2010 database.





### ADMINISTRATIVE RECORDS

The Administrative Record is a collection of every document or material an agency considers in making a decision in order to provide a record. The Administrative Record will be maintained in TecHub and be filed in the appropriate folders. Procedures and protocols outlined in the Administrative Record File Management plan will be followed to ensure accuracy and consistency in documentation. The following documents will be included in the Administrative Record in regards to Public Involvement:

- Agency and Public Involvement Coordination Plan
- Comments
- Public meetings and hearings (including date, location purpose, agenda, sign-in sheets, presentation materials, brochures, and meeting records)
- Website information
- Newsletters
- Meeting announcements
- Press releases
- Newspaper and magazine articles
- Television transcripts
- Documentation of opportunities for Public Involvement

### ADMINISTRATIVE RECORD CLOSEOUT

Upon project completion all documents considered as part of the decision-making process will be collected and delivered to the client in both printed and electronic form. A report of the Administrative Record contents will be generated. Contents could include:

- Draft and Final EISs (official drafts, but not the preliminary draft)
- Administrative Draft (if it changed substantially)
- Comment letters
- All scientific/technical reports, studies considered
- Computer modeling
- Contracts
- Relevant email correspondence

# **Monitoring Outreach and Involvement**

Successful evaluation of the effectiveness of the APIP requires tracking outreach activities and establishing initial baseline measurements. Reasonable efforts will be made to evaluate the public involvement strategy and its effectiveness. The outreach process will be evaluated through the following:

Documenting the number of participants at meetings (after each round of public meetings).





- Meeting participants will be counted and compared after each round of public meetings.
- Online meeting participants will be counted and compared after each round of public meetings.
- Reviewing results of Title VI surveys (after each round of public meetings).
- The Outreach team will input Title VI survey responses into a database for review and comparison after each set of public meetings.
- Comparing the number and types of comments received and comparing against goals (after each round of public meetings).
- The Outreach team will review comments to ascertain whether or not the same questions continue
  to come up as the Project progresses. It may require better education and communication on our
  part if the questions remain the same.
- Informally surveying meeting attendees and website visitors to find out their thoughts on the public participation process, ease of commenting and more (periodically).
- Evaluating/documenting the number of web hits.
- Evaluating/documenting social media statistics.
- Evaluating/documenting mailing list size and composition.

All outreach activities will be logged, tracked and documented in the iREALM CCM database. HDR will compile reporting, to include outreach activity, comments and their required actions, and social media, website, and online meeting statistics, in biweekly summaries for SCDOT's review. HDR's Projectwise will act as the official repository for the administrative record.





# Appendix A

# **Social Media Plan and Management Protocol**

# **Overview**

An effective social media presence for the study will broaden our outreach, increase awareness and provide engagement opportunities to stakeholders who might not otherwise participate in the Carolina Crossroads I-20/26/126 Interstate Project. Social media sites such as Facebook and Twitter have the potential to greatly enhance public involvement, especially in information dissemination and participant feedback. These sites allow for easy sharing of information, networking across various social and professional groups, and add to the visibility and relevance of the plan.

Although social media posts will not be part of the public record, the conversation occurring online is important to the process. Our project team will summarize the content of social media comments for comparison with formal comments to check for most discussed topics and potential new issues not identified through traditional means. Thus, social media will be a tool to perform real-time evaluation of project information and locate geographic areas with higher or lower levels of stakeholder participation.

# **Social Media Manager**

In order to streamline management, communication, and responses to public posts on social media sites, HDR will lead social media management. The point of contact for project updates, monitoring, and analytic tracking will be Jesica Mackey. If a social media comment is in need of a response, Jesica will forward comment to Theresa McClure (HDR) for response creation. The social media manager will work closely with various content authors in order to deliver relevant information.

## Social Media Platforms

Facebook and Twitter are unquestionably the top two social media networks that promote peer-to-peer interaction, which allows for continuous conversation/activity even when the project team is not directly involved or facilitating dialogue.

### Goals

Through social media outlets, we will interact with potential stakeholders in the study area by:

- Building relationships.
- Listening to what people are saying.
- Educating about the planning process, goals, and objectives.
- Informing and communicating important milestones in the study.
- Consistently engaging citizens.





# **Strategies**

The Carolina Crossroads Facebook and Twitter pages will be used to meet the following strategies/objectives:

- Create a handle complementary to the study name.
- Follow/Friend groups (organizations and agencies) related to rail to remain current on issues.
- Create a network of followers. Encourage groups to follow our feed and to forward messages to their followers and friends.
- Distribute information in the form of interesting news related to rail or other study area news.
- Post information to chronicle decisions in the study process.
- Promote upcoming public meetings and outreach activities.
- Provide information on how to access meeting materials following meetings.
- Post images and video of meetings and interviews.
- Encourage followers and friends to interact with a question of the week (we post or they post)
- Encourage followers and friends to interact by posting their rail experience photos or commute photos.
- Develop a protocol for managing the social media networks and content contributions.
- Develop a draft content document with message ideas.
- Develop a schedule with message timing.
- Monitor online conversations regarding the project to gauge public sentiment and assess the need for changes to messaging.
- Refer interested users to project website.
- Build a project identity in the social world.

# **Content**

For each post on Facebook and Twitter, the same message will apply, however the text will be adjusted to meet content limitations.

# Frequency

Posts will be made to Twitter and Facebook at least twice per week, with increasing frequency as public meetings approach. The maximum will depend on the social media content and relevant updates for that week.

# **TABLE 10: SOCIAL MEDIA SCHEDULE**

Project	_	Study launch announcement
Initiation/Launch	_	Website URL/Splash Page





	<ul> <li>Announce dates and locations for meetings (15 days out)</li> </ul>
	<ul> <li>News Articles about the study launch</li> </ul>
	<ul> <li>Reference that this will not record comments for the formal record.</li> </ul>
Public Scoping	<ul> <li>Announce dates and locations for meetings (30 days out)</li> </ul>
Meetings	<ul> <li>Reminder of dates and locations</li> </ul>
	<ul> <li>Information about what the public can expect to see/hear at meetings</li> </ul>
	<ul> <li>Goals of meetings</li> </ul>
	<ul> <li>Links to supporting documents (ads, fliers, comment forms)</li> </ul>
	<ul> <li>Reminder to comment</li> </ul>
	<ul> <li>Number of people who attended</li> </ul>
	<ul> <li>Summary of event – what's next</li> </ul>
	<ul> <li>Images/video from event</li> </ul>
<b>Alternatives Meetings</b>	Same as above
Project Update	Same as above
Meetings	
Public Hearings	Same as above
Additional Meetings	TBD
Weekly	<ul> <li>Photo of the week</li> </ul>
	<ul> <li>FAQ of the week</li> </ul>
Periodically	<ul> <li>Information about EIS evaluation components (what do they study for</li> </ul>
	noise, water, etc.?)
On Demand	<ul> <li>Post/Retweet information related to our project that would interest followers.</li> </ul>
	<ul> <li>Response to follower questions within 24-48 hours</li> </ul>

# **Protocol**

# **Communication Priorities and Opportunities**

The most important social media project activity is steadily updating the public on the status of the study, especially upcoming events and opportunities to give input. Additional priorities include monitoring the online conversation to stay abreast of public opinion, connecting with like groups in order to attract new followers and establishing an identity by aligning with well-known entities. Connecting with influential users (those with high follower counts or a tendency to promote certain causes) and entering relevant online conversations in the community will increase awareness for the study and encourage participation. Specifically, we will look for opportunities to connect the project purpose and objectives to Facebook pages and Twitter accounts aligned with advocacy groups and groups with a common purpose.





# **Process**

All content and messages will be approved by SCDOT before posting to social media sites. Social media messages will be sent to SCDOT every month for review and comment.

HDR will be responsible for:

- Manually posting all ad hoc messages
- Checking news feeds and retweet
- · Replying to tweets as needed
- Managing the conversation
- Sending messages once a month to SCDOT for approval
- Scheduling tweets and posts in Sprout Social

# **Public Input/Public Comments**

Comments obtained through all social media such as Twitter or Facebook may not be included as part of the formal record. Disclaimers will be used to note that comments posted on social media would not be considered "formal" comments for the record. In addition to the user guidelines and disclaimer, the public will be made aware of how social media will be incorporated into the project process. Guidelines about how the project team will use social media can include: sharing information and answering questions, gathering information and input, and engaging in dialogue. The social media manager will direct members of the public to other sites, such as e-mail addresses or e-comment forms to make formal comments. All conversations through social media will be monitored and recorded.

**PUBLIC COMMENT:** To provide comment for the official public record, visit the project website www.SCDOTCarolinaCrossroads.com

# **Themes and Messages**

For all posts and responses, adhere to the following guidelines for tone:

- Transparency: be up front and honest, using clear, non-technical language.
- Sourcing: if possible, link or direct followers to primary information sources, such as the project website or online documents.
- Timeline: follow previously stated guidelines for response times (24-48 hours), which allow ample time for crafting well-thought-out responses. Sometimes, the best choice is no response at all.
- Positivity: Every post should be positive toward followers and the project in general, even in the face
  of negativity.





In the event of significant negative communications, HDR will notify SCDOT so that the appropriate response can be posted within 24 – 48 hours. Abusive or urgent posts will be addressed immediately. The social media manager will use the following steps to assess negative comments.

- Identify the problem
  - Assess the nature of the feedback
    - Determine whether the criticism is confined to an individual or is widespread.
    - Establish what the core issues are in order to respond most appropriately.
- Determine the validity of the feedback
  - o If not valid, the response may be more modest and involve fewer internal changes
  - o If valid, respond more tactically using additional guidelines
- Keep the conversation going
  - o Post updates that reflect the true facts of the issue
  - o Maintain a consistent, conversational tone; avoid jargon
- Reach out in the right way
  - Consider taking individuals' problems offline using Facebook messages or e-mail to resolve the complaints
  - o Empower your loyal consumers and advocates
- Take the time to post a "thank you" note if the comment says something positive
- Consider asking loyal followers for permission to repost their comments if they align with communication objectives





## Appendix B: Media List

Local			
Print - Daily	Ra	idio	Television
The Daily Gamecock	WVOC	WQXL	WLTX
Print - Weekly	WLXC	WFMV	WACH
The Columbia Star	WOIC	WUSC	WIS
SC Black News	WCOS		WOLO
Free Times			WRLK
The Newberry Observer			
The Northeast News			
Lexington County Chronicle			
Lee County Observer			
Blythewood Country Chronicle			
Carolina Panorama			
The Twin-City News			
The Manning Times			
Clarendon Citizen			
Columbia Metropolitan Magazine			
Regional			
Print/Online - Daily	Ra	idio	Television
The State	South Carolina	WRJA- NPR	South Carolina
Cola Daily	Education	Affiliate	ETV
	Radio Network		
Print - Weekly			
South Carolina Living			
Carolina Living			
SCTA Hi-Lights			





Name	Position	Media Source	Media Outlet	Email	Phone
Doug Fisher	Faculty Advisor	Newspaper	The Daily Gamecock	dfisher@sc.edu	803- 777- 3315
Mike Maddock	Publisher	Newspaper	The Columbia Star	mikem@thecolumbiastar.co m	803- 771- 0219
Isaac Washington	President/Publisher	Newspaper	SC Black News	scbnews@aol.com	803- 799- 5252
Andy Shain	Editor	Newspaper	Free Times	andy@free-times.com	803- 765- 0707 ext. 133
Patricia Edwards	Publisher/Regional Editor	Newspaper	The Newberry Observer	pedwards@civitasmedia.co m	803- 768- 2117
Keith Boudreaux	Editor	Newspaper	The Northeast News	keithaboudreaux@mac.co m	803- 865- 5563
John Griggs	Online Editor	Newspaper	The Northeast News	john@thenortheastnews.co m	803- 772- 7506
Mark Bellune	Editor	Newspaper	Lexington County Chronicle	markbellune@yahoo.com	803- 359- 2059
Gee Atkinson	Editor	Newspaper	Lee County Observer	gatkinson@theleecountyob server.com editor@sc.rr.com	803- 484- 9431
Martin Mobley	Editor	Newspaper	Blythewood Country Chronicle	mmobley@countrychronicle .com	803- 786- 5681
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Leah Bruner	Owner/Editor/Adver tising Sales	Newspaper	The Twin- City News	BLTwinCityNews@gmail.co m	803- 532- 6203
Robert Baker	Editor	Newspaper	The Manning Times	editorial@manninglivecom	803- 435- 8422
Cleve Dowell	Editor	Newspaper	Clarendon Citizen	cleve@clarendoncitizen.co m	803- 433- 6397





Henry Clay	Publisher	Magazine	Columbia Metropolitan	henry@columbiametro.com	803- 787- 6501
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Keith Phillips	Editor	Magazine	South Carolina Living	keith.phillips@ecsc.org	803- 926- 3175
J. Richard Todd	President & CEO	Magazine	SCTA Hi- Lights	ricktodd@sctrucking.org	803- 799- 4306
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Marybeth Jacoby	News Director	Television	WLTX-TV	mjacoby@wltx.com	803- 647- 0231





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					5757
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Johnson	Manager				758-
	· ·				1261
LaDonna	News Assignments	Television	WIS-TV	LBeeker@wistv.com	803-
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	· ·				1261
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					ext.
					471
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O'Bryon					737-
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	Strategies/Regional				737-
	Operations/Public Affairs				3303





# Appendix M-2—ACE Meeting Summaries



# **Agency Coordination Meeting 1**

Thursday, August 13, 2015







# Meeting Minutes

Project: Carolina Crossroads – 1-20/26/126 Corridor Improvement Project

Subject: ACE Meeting – Meeting Minutes

Date: Thursday, August 13, 2015

Location: SCDOT Headquarters – Room 205

Attendees: Chris Beckham – SCDOT Tracy Miller – SCDOT Jackie Galloway – SCDOT

Ed Frierson – SCDOT Matt DeWitt – M&H Steve Brumagin – USACE Shannon Meder – HDR Shane Belcher – FHWA Mickey Queen – SCDOT Ann-Marie Altman – SCDOT Bill Jurgelski – SCDOT Chad Long – SCDOT

Mark Mohr – SCDOT Siobhan Gordon – SCDOT Benjamin Burdette – HDR

Rebecca Breland – SCDOT

By Phone: Christopher Mims – USACE Elizabeth Williams – USACE

#### 1. Introductions -

Limited introductions, Carolina Crossroads number 5 on the meeting agenda. Tracy Miller gave a brief introduction of the Carolina Crossroads project. Shannon Meder provided copies of meeting materials to attendees. Matt DeWitt and Ben Burdette were introduced to the group. This is the second ACE update for the project.

## 2. Project Overview -

Shannon reiterated the project overview noting that Carolina Crossroads is a corridor improvement project in Columbia, located in Lexington and Richland counties. Refer to the handout for project boundaries. Project purpose is to reduce congestion and increase safety and capacity.

## 3. Activities Completed to Date

Shannon noted that the project has been under way for almost a year. The NOI was published in the Federal Register on July 26, 2015 and the project is officially into the NEPA process. There has been one community meeting which was held in May and the next official public meeting is scheduled for September 10<sup>th</sup> and will be focused on project scoping. There is a summary schedule in the reference material - environmental and traffic tasks are running on or ahead of schedule.

## 4. Environmental Studies Update

Shannon Meder (Environmental Lead, HDR) and Matt DeWitt (Permitting Lead, M&H)

a. Jurisdictional Determination - Matt DeWitt







- i. Started field work in April 2015.
- ii. Sean and Heather have maps and tables along with first draft of the JD for review. Plan is to have the package submitted to USACE by August 28<sup>th</sup>.
- iii. Overall project is approximately 1200 acres, 2% was delineated as "water". 15 different "ponds", 22,000 linear feet of streams, originally 74 tributaries, some were same connection so number has lowered. 39 wetlands.
- iv. Majority of concerns are in northern urban area; determining cross pipes, water flow routes and connections was a challenge.
- v. Some ponds have a riser, built for storm-water purposes, but they are dry. 12 of the 15 ponds are dry with either significant vegetation or are maintained by mowing.
  - 1. Input from USACE: Recommend calling these features "storm-water basin 3" instead of "pond 3" if it has the appropriate structures and features. Capture the whole thing and then it can be addressed through the JD. If there's a question about whether it is or not then call it a pond.
- vi. Based on recent conversation, the intent is to request a preliminary JD.
- vii. Some piping and features are only speculated because of the unknown certainty of pipe locations. See the *Tributary 14* and *Freshwater Wetland 5*.
- viii. All maps are in the same scale but there are 2ft contour maps to help with field reviews.
  - 1. USACE requested that an electronic copy of the mapping be provided.
  - 2. Steve stated that he would like an excel spreadsheet in addition to an accurate shapefile of the delineation.
- ix. Document and represent non-aquatic features linear conveyance, hydrologic connection, etc.
- x. Possibly 3 people from HDR and then SCDOT if they opt to join for field verification. Schedule assumes field verification would occur 60 days after submittal of the JD package.
- b. Water Quality Matt DeWitt
  - i. Area in northwestern portion is listed as a a TMDL for fecal coliform
- c. Historical/Architectural Resources Shannon Meder
  - i. Edwards Pittman has completed fieldwork and is working on draft reports for Archaeology and Architectural Resources. Will be sent to SCDOT for review upon completion of internal QC.
  - ii. Refer to the summary handout for preliminary findings
  - iii. All finds do not appear to be eligible for NRHP listing, with no further action recommendations.
- d. Section 4(f) and 6(f) Shannon Meder
  - i. In progress, delievrable for this phase consists of a shapefile detailing the findings.
- e. Protected Species Matt DeWitt
  - i. Conducting bald eagle surveys in October.
  - ii. Smooth coneflower survey is in progress now
  - iii. 2 other plant species that occur in pocosins, are listed in Richland county
  - iv. Did not find suitable habitat for short nosed sturgeon
  - v. Red cockaded woodpecker: thought we'd find habitat, there was plenty of foraging habitat in the study area so a 0.5 mile buffer was established around the study area. No nesting habitat found so do not anticipate an affect on the species.
  - vi. Don't know what bald eagle and smooth coneflower findings will be yet, otherwise expect noimpact for the other species mentioned
  - vii. Any species that weren't originally on the list:
    - 1. DOT is doing a survey of the Heel-splitter even though it wasn't originally in the scope.







- 2. Northern Long-Eared bat Is not listed in the project area counties
- 3. Wood Stork needs to be addressed in the document.
- 4. Any species listed in the project area needs to be addressed in the document even if it says "no suitable habitat"

## 5. Upcoming Meetings and Submittals

#### Shannon Meder

- a. JD package will be submitted in the very near future with an NRTR and ecological ass3esssment at the end of October. There is a further schedule available in the reference material.
- b. There will be a round of letters coming out regarding the NOI
- c. Agency meetings scoped for Carolina Crossroads include the ACE meetings
- d. The Consultant scope includes holding these types of sessions at ACE meetings throughout the project.
- e. Scoping meeting next month will be held at the same location as the Community Kickoff Meeting
- f. As with the Community Kickoff Meeting, there will be a concurrent online meeting available for 30 days
- g. Cooperating and participating agency letters will be issued for SCDOT and FHWA review. USACE is anticipated to be the only cooperating agency.
- h. Steve Brumagin noted that the USACE will be using the EIS as a reference for their review and trying to figure out how to synchronize the project. As cooperating agency they will get the documents at the same time. It was noted that SCDOT won't sign the FIES until the USACE reviews as they are a cooperating agency.
- i. Once Cooperating & Participating Agency letters go out, HDR will work with SCDOT to finalize the details of the purpose and need workshop. It was toed that this would be a separate meeting outside of the ACE meeting.

#### 6. Other

- a. Envision and Invest
  - i. Envision program is put together by the institute of sustainability and Invest is an FHWA tool.

    Team is using both to track the activities on this project.
  - ii. At the point to start establishing credits and things we want to achieveon this project
- b. Funding Sources and Strategy
  - i. Engineering side is looking at developing a budget for the preliminary cost for the project. This will be a very broad preliminary estimate as there are no definitive alternatives established at this time.

## Action Items: Document and represent non-aquatic features – linear conveyance, hydrologic connection, etc.

- Wood Stork needs to be addressed in the document.
- Any species listed in the project area needs to be addressed in the document even if it says "no suitable habitat"

#### **Attachments:**

Agenda

Fact Sheet







# **Agency Coordination Meeting 2**

Tuesday, April 12, 2016







#### Memo

Date: Tuesday, April 12, 2016

Project: April 2016 ACE Meeting

From: David Kinard

Subject: Carolina Crossroads Project Overview Meeting Notes

Heather Robbins, Brian Klauk, Shannon Meder, Benjamin Burdette, David Kinard, Chad Long, Jay

Hawkins, Siobhan Gordon, Michelle Herrell, Betty Gray, Danny Johnson, Jackie Galloway, Mark

Caldwell, Greg Mixon, Steve Brumagin, Matt DeWitt, Bobby Selmieda, Shane Belcher, Chuck

Hightower, Mark Giffin,

## Departments and Organizations in Attendance

- SCDOT

Attendance:

- DHEC
- USFWS
- DNR
- USACE
- EPA
- COMET
- CMCOG
- FHWA
- SHPO
- HDR
- Mead and Hunt

### Carolina Crossroads Discussion

#### Heather:

Introduction to Carolina Crossroads: Quick Overview of project and why we are back to discuss the project with you again:

- Want input from cooperating agencies and stakeholders for the purpose and need and on the evaluation criteria of the preliminary alternatives
- We are not talking about actual alternative alignments yet.

#### Shannon:







- Last time Carolina Crossroads was presented at an ACE meeting was August 2015 and field studies were beginning and/or in process.
- Current work status as of today:
  - Just over 1 year into work, nearing end of Phase 1 Scope of Services
    - Took the project through data collection on environmental
    - Initial traffic data collection
    - Developing the initial range of alternatives
  - Alternatives development and screening is underway
  - Preliminary JD has been issued as of March 2016.
  - Noise Advisory Board has been established. First meeting was held in March 2016.
  - Purpose and Need document has been finalized minus the input from cooperating/participating agencies.
- Upcoming events
  - o Final Natural Resources Technical memo will go to SCDOT week of April 25.
  - o Public meeting in summer/early fall 2016 to show alternatives
  - o In the process of initiating the next Phase of the scope (Phase 2). Expecting NTP in May.
- JD timeline
  - Matt: Handout contains a timeline of what has happened so far with the JD.
    - Early 2015 was initial study to obtain baseline data for natural resources.
    - Throughout the summer of 2015 field work and delineation was conducted
    - Submitted preliminary JD in August.
    - A number of stormwater basins were discussed in detail with regards to if they would be considered waters if they didn't have water in them.
      - Reevaluated basins. 9 of the 12 had a wetland bottom so the bottoms were included in the Preliminary JD
    - January resubmission to USACE and received the approval in March
    - 22,000 linear feet of streams
    - 47 wetlands
    - Three open water ponds.
  - USACE: Would like to reiterate this is a preliminary JD, assumption is that all waters are jurisdictional. As the process moves forward, if SCDOT wants to redefine areas, an Approximate-Approved JD could be sought.
    - Matt confirmed that approach and stated that the team will look at the impacts for each of the alternatives and discuss the stormwater ponds further with SCDOT. If it's going to be a minor amount that'll be thrown out with an Approved JD then it may not be worth going through the Approved JD process. If the alternatives are affecting areas that the team feels shouldn't be jurisdictional then an Approved JD may be beneficial.
  - Heather: Another reason the team stayed with the preliminary JD is because no alternatives have been eliminated due to finalizing purpose and need. Once alternatives analysis goes forward, the team will determine what corridor adjustments are actually in the best interest of the project.
  - Heather: The Northern Connector is still in play due to the NEPA process. Cannot get ahead of the NEPA process by stating that the recommended preferred alternative will be within this specific corridor.
  - USACE: If the scope or corridor changes, then it will be up to SCDOT to decide what to do. Have taken preliminary JD's and expanded the scope, or could take what the team currently has now and wrap into an Approved JD.





- USACE: Preliminary JD's do not expire after 5 years, the boundaries do not, per se, expire. In terms of a preliminary JD, it simply says that a legal status isn't determined, that it's assumed. A preliminary can be changed at any time, though no set expiration. If a preliminary JD is reassessed at a later date, it wouldn't have expired, but the boundaries could change.
- Heather: SCDOT would look to update the preliminary JD once there are preliminary alternatives are evaluated.
- Heather: Confirmed with Matt that the team will look at water quality of all streams and wetlands
- Matt: T&E survey findings:
  - Most of the T&E surveys were conducted during the same field effort for the preliminary JD
  - Bald Eagle surveys done after the fact due to survey window
  - No Federally Protected Species in the corridor.
  - Potential foresting habitat for Red Cockaded Woodpecker
    - Study area expanded to half mile buffer to look for potential nesting habitat. Did not find any.
    - Met with staff from Ft. Jackson to review known populations as a baseline comparison.
  - Matt: No effect in NRTM on T&E species.
  - USFWS: Without looking at specifics of survey, they will want to ensure the survey was done during flowering period for vegetation in addition to during species windows.
    - Broad and Saluda Rivers could have habitat for sturgeon.
    - Unofficially, felt no effect determination was reasonable, but will need to look at NRTM closer.
  - USFWS: Noted that nearly 24 at risk species may be endangered in the future. If they are listed
    in the future and the T&E survey has been finalized, it will need to be done again.
    - Would recommend surveying for these potential species again if the study can be expanded.
    - No critical habitat in the study area.
- Shannon: Purpose and Need Summary Document Overview:
  - Team will produce standalone documents for the EIS with the intent that they are reviewed by cooperating/participating agencies individually before they become part of the EIS. Intent is so that when we do have the complete EIS that these sections are not being seen for the first time.
  - Has been reviewed and approved by SCDOT and FHWA at this point.
  - Two public meetings have been conducted help shape this document.
  - o Primary Purpose
    - Reduce congestion
    - Improve mobility
  - Secondary
    - Improve safety
    - Improve system linkages
    - Improve commerce transit
  - Trying to achieve purposes with minimal impact to environment and community.
  - Hot Spot graphic illustrates where there are accidents within the corridor.
    - The large numbers represent annual counts.
  - Pedestrian/Bicycle improvements are being considered as part of the alternatives
  - This is the opportunity to voice concern for cooperating/participating agencies. SCDOT will not have further meetings on this topic.
  - COMET Columbia Midlands Transit:
    - Look at park and ride locations and facilities, currently have none.







- Building parking decks
- Restricted Lane Use
- Funding Park and Ride shuttles. Busses are mobile infrastructure.
- Look at easy to do, low cost options
- We will not have the density for light rail, even with population increase. Light rail out because of traffic volume, price, lack of density. Large cities with rail volume have congestion at all times and high density.
- Bus routes will be considered along with alternate lane options (restricted lanes, toll lanes etc)
- Purpose and need document being shown is the summary. There is a further, more detailed purpose and need report that will make up chapter 1. Final detailed report will be sent out in next few days, using this as a last chance for input.
- Evaluating preliminary alternatives
  - Covering the two levels of screening
  - Timeline:
    - Draft EIS schedule is July 2017
    - Alternatives: Development of range of alternatives Summer/Fall of 2016
  - Alternatives analysis will be a report in itself that captures everything including the alternatives matrix
  - Northern Alternative: it will be evaluated at the level 1 screening. If it is valid and passes, the project will need to take a timeout so that studies can be conducted to bring it up to the same level as the rest of the alternatives for level 2 screening.
  - Environmental Justice will be looked at as a whole through our community outreach. Bringing
    maps to the meetings so that people can self identify their communities and identified further
    groups that could be EJ or minority communities. Included Spanish speaking translators at
    community meetings.
    - Will do a community impact assessment to determine what the project will be dealing with.
  - SHPO: Northern Alternative could pose some very interesting issues. Do not know what cultural resources are in the area.

SCDOT/FHWA would like written concurrence on the purpose and need and alternatives analysis documents.

- SCDOT: Can provide a letter for signature along with the detailed document if preferred.
- USACE: Getting to a concurrence may not be possible.
  - Statement that we have looked at enough alternatives could be acceptable
  - USACE can't do an absolute until the permit is issued. SCDOT: Just want to know if you agree with it at this time or have comments.
- FHWA: Would prefer to send own letter.
- At this point only collecting comments on the stated Purpose & Need and the proposed process to evaluate/screen alternatives.
- SCDOT is trying to avoid getting to the EIS and then having a participating/cooperating agency state that they have an issue with the purpose and need or evaluation criteria.
- How long to provide input? There are no deadlines for this one. 30 days suggested.

#### **Action Items**

Action Assigned To







Send detailed Purpose and Need to all agencies

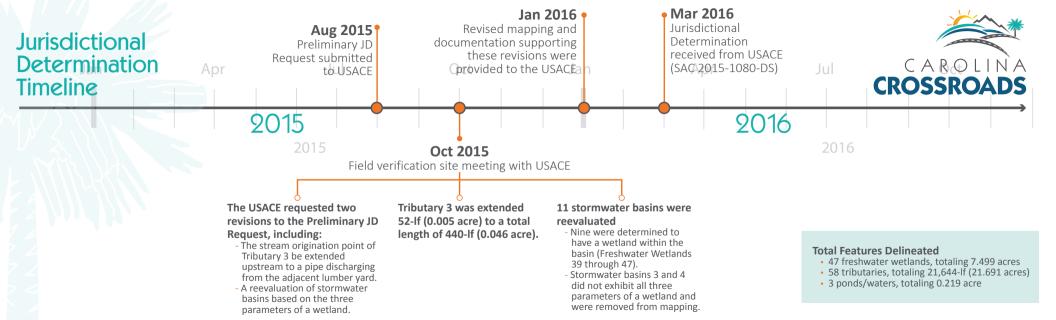
Heather Robbins/Shannon Meder

Collect approval/Comments from Cooperating and Participating agencies

SCDOT/FHWA









# Preliminary Alternatives Analysis: Evaluation of the Range of Alternatives

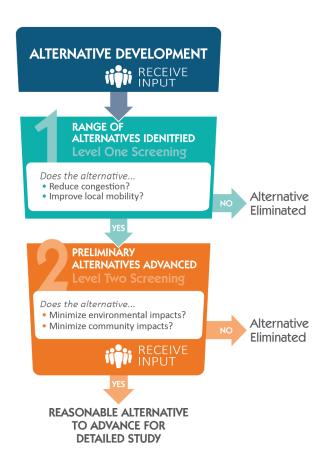
The South Carolina Department of Transportation (SCDOT), in cooperation with the Federal Highway Administration (FHWA), is preparing an Environmental Impact Statement (EIS) to address the existing and anticipated traffic volumes on the I-20/26/126 corridor in Lexington and Richland counties in South Carolina.

The primary purpose of the proposed Carolina Crossroads project is to implement a transportation solution(s) that would improve mobility and enhance traffic operations by reducing existing traffic congestion within the I-20/26/126 corridor while accommodating future traffic needs. Secondary purposes of the proposed Carolina Crossroads project are to enhance safety throughout the corridor, improve freight mobility, and improve system linkages, while minimizing community and environmental impacts.

In an effort to identify a solution that will benefit these areas, the Carolina Crossroads project is evaluating which options could best meet the transportation needs while balancing community and environmental impacts. The current phase of the study began in January 2015. After defining the project's purpose and need with input from local communities, agencies and other interested groups, Alternatives Development and Screening will begin. This task involves three steps:

## Preliminary Alternatives Development

The first step is to prepare initial transportation options or "range of alternatives." These were developed based on public input and past studies and included various transit and roadway options. In May and September 2015, more than 244 members of the community participated in two open houses and provided additional ideas. A total of 318 comments were received and several broad alternatives were identified.



## Level 1 Screening

The second step is to evaluate each preliminary alternative to determine whether it meets the Purpose and Need using the below criteria. Based on these criteria, alternatives are screened, eliminated and advanced for further review.







Criteria	Units of Measure	
Ability to reduce congestion on existing roadways	Existing traffic data within the existing I-20/26/126 corridor compared to industry-standard thresholds.	
Ability to improve local mobility	Compared to existing accident history and crash diagrams from the existing I-20/26/126 corridor.	

## Level 2 Screening

The final step is to evaluate which of the remaining alternatives (from Level 1 Screening) best meet the primary purpose and need, while also considering the degree to which these alternatives meet the secondary purpose and need, their impacts to the natural and built environment, estimated project costs, logistical considerations, and overall feasibility. Only the alternatives that meet these criteria will be advanced for final consideration as Reasonable Alternatives.

Criteria	Units of Measure	
Potential residential or business relocations	Number of residences, businesses, churches, and schools affected	
Potential wetlands impacts	Acres of wetland impacted	
Potential stream/river impacts	Linear feet of "blueline" streams, rivers and channels impacted	
Potential floodplain impacts	Acres of floodplains impacted	
Community Facility Impacts	Acres of public parklands, linear feet of trails, number of community buildings (churches, schools); Number of low-income/minority populations impacted	
Historic/Archaeological impact	Number of NRHP eligible sites impacted	
Protected Species	No of recorded occurrences impacted	
Potential Noise-Sensitive Receptor Impacts	Number of residential and institutional parcels impacted	
Farmland impacts	Acres of prime or unique farmlands impacted	
Hazardous Materials impacts	Number of recorded sites impacted	
Others:		
Extent to which purpose and need is met	Relative effectiveness of the alternative; similar alternatives could be combined to optimize performance	
Constructability	Ability to feasibly build the alternative (funding, access schedule, site conditions, available ROW, etc.)	
Cost	Availability funding; fiscal responsibility for spending public monies	





# Screening Results: Alternatives Carried Forward for Detailed Study in the EIS

An Alternatives Development and Screening Process memorandum will be provided at the completion of the process described herein.

The alternatives that are not eliminated through the Level 2 screening process will be further refined through preliminary engineering before detailed impact analyses begin for the EIS. This preliminary engineering will include details such as number of lanes; horizontal and vertical alignments; potential transit station, intersection, and/or interchange locations; and potential drainage designs. Each alternative will be designed to a similar level of detail. Once the preliminary design work is complete, the potential effects of the alternatives will be identified and compared at an equal level of detail as required under NEPA. The reasonable alternatives will be detailed in the Draft EIS, with the ultimate goal of determining a Recommended Preferred Alternative that would meet the Purpose and Need of the proposed project.

The screening process is designed to be dynamic throughout the EIS process. If a new alternative or refinement of an alternative is developed or arises later in the process, it will be subject to the same screening process as all of the other alternatives as described in this document.



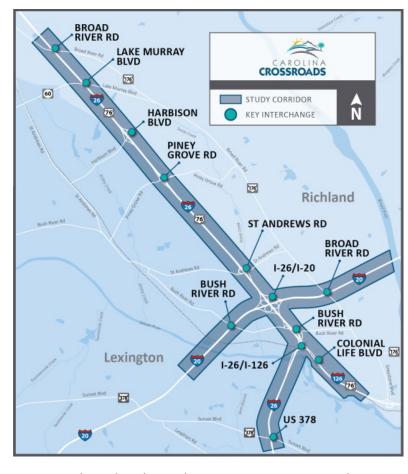


## Carolina Crossroads I-20/I-26/I-126 Corridor Project

#### Introduction

The South Carolina Department of Transportation (SCDOT), in cooperation with the Federal Highway Administration (FHWA), is preparing an Environmental Impact Statement (EIS) to address the existing and anticipated traffic volumes on the I-20/26/126 corridor in Lexington and Richland counties in South Carolina. The Carolina Crossroads I-20/26/126 Corridor Project is evaluating transportation needs through the year 2040 while considering community and environmental impacts in order to identify a solution that will benefit the greater Columbia area, as well as the regional mobility of commerce, travelers and commuters between the Upstate and Lowcountry.

Recent input from local communities, stakeholders, and agencies, coupled with field research and traffic analysis, has helped SCDOT and FHWA develop the Purpose and Need of the Carolina



Crossroads I-20/26/126 Corridor Project. The Purpose and Need explains why a project is necessary, what it should achieve, and it serves as the criteria in determining a range of project alternatives. An alternative must meet the Purpose and Need in order to be considered for further study.

This summary shares the highlights of the draft Purpose and Need document, which is available on the project website for your review. We invite you to review the information and provide any comments you may have.

# What is the Purpose of the Carolina Crossroads I-20/26/126 Corridor Project?

The primary purpose of the proposed Carolina Crossroads project is to implement a transportation solution(s) that would improve mobility and enhance traffic operations by reducing existing traffic congestion within the I-20/26/126 corridor while accommodating future traffic needs. Secondary purposes of the proposed Carolina Crossroads project are to enhance safety throughout the corridor, improve freight mobility, and improve system linkages, while minimizing community and environmental impacts.

Primary Purpose: Is the "driver" of the project (reflects the fundamental reason why the project is being pursued).

Secondary Purpose (or other desirable outcome): Is an additional purpose that is desirable, but not the core purpose of the project.

## The Carolina Crossroads I-20/26/126 Corridor Project is intended to achieve the following primary purposes:

- Reduce congestion by improving peak-period travel time in the corridor
- Accommodate future increases in traffic

## The Carolina Crossroads I-20/26/126 Corridor Project will also evaluate the following secondary purposes:

- Improve freight mobility
- Improve safety in the corridor
- Improve system linkages

#### Why is a Corridor Improvement Needed?

**Outdated Infrastructure.** Located in the heart of South Carolina, the I-20, I-26 and I-126 interstate corridor is the crossroads of the state economy and serves as the major hub for the Midlands' commuters, travelers, and commerce. In addition to being a main route in and out of Columbia, I-26 is a thoroughfare for travelers headed

to the coast and mountains for recreation and a major cargo route between Lowcountry ports and Upstate manufacturers. As an interstate corridor initially developed in the 1950s and 1960s and improved during the 1970s and 1980s, I-20, I-26 and I-126 does not meet current vehicular traffic demands. Access ramps to and from each interstate consistently become congested.

**Growth in Population and Employment.** Population in the study area is projected to increase an average of 70% between now and 2040 and employment is expected to increase by over 11% (CMCOG, 2012). Large increases of these factors over an extended period will increase travel demand.

**Increase in Roadway Congestion.** Traffic models show that the corridor operates at unacceptable level of service (LOS) at peak hours currently (i.e.,between 7:30 AM – 9:00 AM and between 4:00

70 %
Average
Projected
population
increase
from 2015-2040

70 X

60 X

70 X

60 X

70 X

7

PM – 6:30 PM). Projected population growth in the study area, coupled with increases in freight travel, will exacerbate congestion.

QUALITY OF TRAFFIC FLOW DECREASES →					
	Considered an	acceptable LOS		Considered an u	nacceptable LOS
LOS A	LOS B	LOS C	LOS D	LOSE	LOS F
<ul><li>Light traffic</li><li>Free flow speeds</li></ul>	<ul> <li>Slightly increased traffic levels</li> <li>Still free flow speeds</li> </ul>	<ul> <li>Approaching moderate congestion levels</li> <li>Speeds near free flow</li> </ul>	<ul> <li>Speeds reduced</li> <li>Lane changes restricted due to traffic</li> </ul>	Congestion     Irregular     traffic flow	<ul> <li>Road at capacity</li> <li>Gridlock with frequent stops</li> </ul>

Segment	Eastbound	Westbound
Exit 101 to Exit 102 Broad River Rd to Lake Murray Blvd	Under Capacity	Under Capacity
Exit 102 to Exit 103 Lake Murray Blvd to Harbison Blvd	Near Capacity	Near Capacity
Exit 103 to Exit 104 Harbison Blvd to Piney Grove Rd	Near Capacity	Near Capacity
Exit 104 to Exit 106 Piney Grove Rd to St. Andrews Rd	Over Capacity	Near Capacity
Exit 106 to Exit 107 St. Andrews Rd to I-20	Over Capacity	Over Capacity
Exit 107 to Exit 108 I-20 to Bush River Rd	Over Capacity	Over Capacity
Exit 108 to Exit 110 Bush River Rd to US 378	Near Capacity	Under Capacity

Increase in crash rates and fatality rates. There were a total of 2,370 accidents reported along I-26 from January 1, 2012 to December 31, 2014. These were split nearly evenly in the eastbound (1,171 accidents) and westbound (1,199 accidents) directions. The most frequent collisions were rearend collisions (over 60 percent) with same direction sideswipe accidents and 'no collision with motor vehicle' accidents making up 18 and 17 percent of the total collisions, respectively. High crash rates are attributed to extended periods of congestion throughout the corridor and abrupt driving maneuvers due to the multiple weaving movements at and adjacent to the system interchange at I-20.



Lack of Pedestrian and Bicycle Infrastructure. Currently there are very limited options for pedestrians and bicycles to cross and ride parallel to the interstate systems. Interest for improved access to bicycle/pedestrian facilities was demonstrated in the public meeting and online comments received. Additionally, the Walk Bike Columbia program, a partnership between the City of Columbia and the Central Midlands Council of Governments, has mapped out several key intersections and roadways along or across the Carolina Crossroads corridor as particular interest for pedestrian and bicycle infrastructure.

Lack of Transit Infrastructure and Access. The Regional Transit & Coordination Plan for the Central Midlands Region, published in 2014, indicates that increasing public transportation and multimodal transit infrastructure is a top concern and should be continuously developed to meet needs as far out as 2040. With the expected increase in travel demand, particularly for work trips, there is a need to improve access to the existing transit system.

#### What does this all mean?

Finding an up-to-date solution has become a statewide priority. The I-20/26/126 Carolina Crossroads Corridor Project will play a critical role to improve mobility and safety in one of the most congested highway corridors in the state.

#### **How Can I Provide Feedback?**



Visit the project website: www.SCDOTCarolinaCrossroads.com



**Email us:** info@CarolinaCrossroadsSCDOT.com



Call us: 1-800-601-8715

















# **Agency Coordination Meeting 3**

Thursday, September 14, 2017







## **Meeting Minutes**

Project: Carolina Crossroads

Subject: ACE Meeting September 2017

Date: Thursday, September 14, 2017

Location: SCDOT Headquarters

Attendees: Ed Frierson – SCDOT Joey McIntire – SCDOT

Shane Belcher - FHWA Steve Brumagin – USACE Jackie Galloway - SCDOT Chris Beckham - SCDOT Michelle Herrell - FHWA Vincent McCurran - SCDOT Laura Boos - USACE Shannon Meder – HDR Elizabeth Williams - USACE Chad Long - SCDOT Ben Burdette - HDR Danny Johnson - SCDOT Matt DeWitt - HDR Henry Phillips - SCDOT Greg Mixas - SCDNR Brian Klauk - SCDOT Siobahn Gordon - SCDOT Jay Hawkins - SCDOT Melissa Jackson – SCDOT Josh Gilman – Stantec

Will McGoldrick - SCDOT Jennifer Schwaller (Phone) – HDR

Leigh-Ann Riggins (Phone) - SCDNR

Joyner (Phone) – DHEC Mark (Phone) – USFWS

Mickey Queen - SCDOT

- 1) Introduction
- 2) Review of previous ACE meeting discussion

Bill Jurgelski - SCDOT

- 3) Current Project Status
- DEIS Environmental Studies Status Currently underway
  - Community Impact Assessment
    - Initially looked at existing conditions; now evaluating based on; Broader reaching area beyond the project study corridor itself
  - Noise analysis
    - Ongoing for the project, setting up to run the model now based on the recommended RAs for DEIS
  - Cultural Resources
    - Early work canvassing the area, desktop studies on Cultural Resources.
      - No anticipated issues
  - Wetlands







- Largest resource in the project area with several different features/quality types
  - Highly urban area, though many wetlands and streams found
- JD
- Spring 2015 field work completed of initial study area (1200 acres)
- Preliminary JD approved March 2016
- Since narrowing down initial alternatives, the study area has expanded in a few areas where additional ROW is anticipated. Added 200 – 300 acres to the initial study area as a result. Field work for additional areas is complete. Majority was extending features which were already delineated. Some additional stream crossings
- Compiling the field data and adding new tables. Anticipating submitting revised JD in the next couple of months.
  - Going to request a preliminary JD
  - Features found that are non-jurisdictional (storm water ponds, etc.) account for ½ acre at most. Will not elevate JD to an "approved" based on consensus.
  - USACE (Steve B.) Will only look for aquatic resources. If aquatic resource it's included as jurisdictional:
    - If bottom in storm water basin meets qualifications it will be included for simplicity.
    - USACE (Steve B.) Would like to do field review before submittal. Would like to see a full resubmission of the JD package. Discuss whether to show original study area in drawings, or whether to show all together:
      - USACE (Steve B.) Generally for continuity, show former and new. Will coordinate a meeting later.
      - SCDOT (Sean C.) Would like to do a joint review.
    - One questionable stream feature near Toyota (Exit 101) SCDOT, USACE have visited, still looking.
  - Kally McCormick and Matt DeWitt originally coordinated with I-26 JD, need to open up new coordination to make sure that there is no overlap asap.
    - Preference is for no overlap. Project limits and limits in permit are the same. I-26 permit would go first.
    - USACE (Elizabeth) Better to have that cover the larger area as
      it would be the first to get the permit application, then note on
      the drawings for the JD. Include it in the JD drawings for the
      CCR so that it can reference directly the file USACE holds.
      Callout that says it's in project area, but not part of CCR JD.
    - Consensus Keep study area for I-26 and CCR the same, but have CCR JD overlap refer to the I-26 JD permit.
- Location of "High Quality Streams" most are in the floodplains of Saluda
  - Qualifications of High/Medium/Low dealt with quality of vegetative buffer, natural meanders etc. If channelized, piped, culverted would be lower quality.
  - Numbers on the matrix are based on desktop level review of NWI, NHD







- Water Quality
  - Were some changes in the 2016 303(d) list that had impact on water quality chapter of DEIS. NRTR (Natural Resources Technical Report) has new areas that are considered impaired. Will be updated with new findings and results of the JD.
- Protected Species
  - No resource issues currently identified in the project corridor
  - Northern Long-eared Bat has been newly listed:
    - Will update the NRTR based on the addition of the NLEB to protected species list
  - On edge of critical habitat for the sturgeon but not directly impacting.
    - During initial NRTR were not looking at replacing bridges over waterways. Will be updated once we know where ramps and fences will be.
- Alternatives development and Screening
  - Reasonable Alternatives Selection
    - Initial Range of Alternatives developed to broadly encompass possible solutions for CCR.
    - Developed Purpose and Need based on initial traffic results of the current condition and public information feedback.
    - Using purpose and need, developed screening metrics to be applied to the initial analysis of alternatives.
    - Level 1A Screening:
      - Off corridor solutions (TMS/Connector/Widening) did not solve traffic issues standalone
        - Northern Alignment only pulled 4% of traffic from corridor.
      - Looked at all interchange design options possible at 12 interchange locations along the 14 miles corridor – 49 different designs total designated as Alternative Interchange Options (AOs)
      - Using metrics, team evaluated performance and what was fatally flawed, narrowed down to remaining interchanges that would meet purpose and need approximately 17 remained.
      - Remaining AOs were developed in Representative Alternatives (RAs) and moved forward into Level 1B screening.
    - Level 1B Screening:
      - Pieced together remaining AOs into show full mainline improvement.
      - 9 RAs were developed and screened using additional metrics:
        - o Improvement on Traffic Operations, Level of Service (LOS)
        - o Improvement on Travel Time
        - o Improvement on Through Speed
        - Reduction of Geometric Deficiencies
      - When looking at each RA; they were evaluated as either meeting the metrics with a high/medium/low designation.
      - Narrowing down, were left with RA1, RA5, RA7, RA8 which were moved to Level 2 screening.







- Level 2 Screening:
  - Looked at what factors differentiated the RAs the most and focused on these.
  - Brought back in purpose and need metrics from Level 1B.
  - High/medium/low designation was based on natural breaks in the impact data.
  - Numbers for quality wetlands based on NWI and NHD data to keep things at same comparison level.
    - Quality based on parameters outlined in Water Quality discussion.
    - Numbers are very conservative as many items are already piped or developed as they are clipped from NHD and NWI data.
    - DEIS discussion of impacts for recommended RAs will be based on more detailed field data.
      - Chad L. The two that are being carried forward, RA1 and RA5, will have the more detailed analysis. Not all 4.
      - USACE Concerned about RA7 and RA8 being kicked out based on desktop data, but clarified that these were not eliminated solely on wetland/stream impacts.
        - Other significant issues for RA7 and RA8, in floodway of Saluda. Extra bridging, increased structure and cost increase. Neither consistent with local and regional plans. Conflict with Saluda River Walk. Did not perform as well in Traffic Operations toward meeting purpose & need.
        - USACE Breakdown why RA7 and RA8 are not practicable or feasible, besides environment impact to make more black and white decision for permitting; LEDPA.
  - Coming out of Level 2 screening, RA1 and RA5 are being recommended to move forward to the DEIS as reasonable alternatives
- From here forward, Design team will look at RAs 1 and 5 and how to optimize them, this exercise could lead to an additional alternative that would have a new alternative designation (1a, 5a, etc.).
- Discussion of RA maps:
  - USACE looking at the map, better understand why RA7 and RA8 are being eliminated, need to make sure LEDPA write up is there, USACE has not concerns with process and recommendations as described.
  - RA1 Turbine interchange design at 26/20/126; Never more than 2 levels high due to braided movement of ramps. Notes that this RA removes the existing interchange at Bush River Road; access to Bush River Road is through a new full interchange at Colonial Life Blvd.
  - RA5 Stress that there are still 2 loops in the proposed interchange at 26/20/126, but they are very different from current loops and they are larger and much more functional. This is a stacked design that can raise to 3 levels high.
    - Be sure to coordinate with West Columbia Pedestrian Bridge crossing the Saluda.







- SCDNR (J. Mixson) Is there a way to pull the ramp between I-26W and I-126E further away from the river and floodplain?
  - Will pass along to designers, stressed that the matrices and designs represent a snapshot in time. Designs will be optimized and continue to evolve though the NEPA process.
- Mitigation Status Update:
  - USACE (Steve B.) Is team taking into consideration what is occurring above or below Ecoregion?
    - Most impacts are in Piedmont area, but will call out different areas.
  - Hunting Creek Mitigation Bank
    - Option 1, outside of Newberry
    - Can currently generate up to 150,000 credits, but no credits available yet
    - Approved mitigation bank.
    - Looking at the design for bank which was done in 2005. Science dictated hard structures through design, more recent designs and science could maximize uplift for natural resources with intent to move forward with coordination IRT and making minor tweaks under HDR guidance to bring into 2017 design standards.
    - Would need USACE to review nationwide permit application.
    - No stream credits available. Mitigation highest of priorities.
    - Look at having it deeded to DNR or Forest Service. FS would rather see project implemented prior to deeding to them. Makes more sense to deed to FS as it is adjacent to current FS property.
  - Available Credits of existing Banks
    - HDR is keeping note of anything that becomes available.
    - If IRT knows of any banks that could be up in the coming months, coordination would be appreciated.
  - PRM Option
    - HDR vetting sites for PRM mitigation
    - Least preferred alternative, still keeping options open.
    - Identified 25 possible, narrowed to 5 possible sites.
    - Looking for 15,000 stream credits.
  - Solicitation to bid
    - Difference from RFP Historically process for looking for PRM site is RFP, solicitation to bid is asking how specific price for a specific commodity with specific terms. Will help streamline and remove possible hurdles during permitting process.
    - Request through SCBO for mitigation bank credits, up to 20,000 stream credits for CCR.
       Need to be max of 15% of credits
    - Requirement would be that the mitigation bank credits available by December 2019.
    - Would take care of Carolina Crossroads and set up a large bank for future SCDOT projects.
- What's next
  - Public Information Meeting September 19<sup>th</sup> in Columbia
    - All day event, drop-in style
    - At Columbia Conference Center
  - Taking comments from this meeting, stake-holders, and other sources into consideration while developing RA1, RA5 into DEIS







- While developing DEIS will be submitting chapters to SCDOT which can make chapters available to agencies for review. Chad Long can reach out directly to appropriate agencies for comments early in the process on specific chapters when they are at Draft-Final stage. Will send email out with chapters and approximate dates available for review to see what agencies are interested in what chapters.
  - DNR agreed to be participating agency in development of EIS. They will be happy to review draft chapters along the way before they become publically available.
- o Expecting DEIS Early 2018
- Public Hearing Early 2018 (Within 30 days of DEIS)
- o FEIS/ROD combined Early 2019
- o Notice of Intent for Design Build 2019. Will discuss further permitting at this point.
  - SCDOT doesn't typically accept ATC unless it is equal or better.
  - A change to the RPA during the DB phase would require a Re-evaluation of the EIS.



